

# AIR TRAFFIC CONTROL TOWER, CHARLOTTE, NC

ROOM NAME/NUMBER	C1010 SIZE T6.12	CARPET	TILE
Room # 101 & 102 (Front Lobby Reception)	25.6, T13.11, T10.6	X	X
Room # 102A (Copier Room)	12x17	X	
Room # 103 (SSC Manager)	12x12	X	
Room # 104 (GNAS Manager)	12x17	X	
Room # 105 (RADAR Coordinator)	12x9 1/2	X	
Room # 106 (Nav-ESU Coordinator)	12x13	X	
Room # 107 (Tech Ops Reception)	12x11, 5.10, 4.6	X	
Room # 108 (SS-STARs Office)	15 1/2 x 11 1/2	X	
Room # 109 (NOTCA Office)	20x12	X	
Room # 111 (M&P Analyst)	10x15	X	
Room # 112 (STAFF Manager)	12x15	X	
Room # 113 (Funding Mgr)	12x13	X	
Room # 114 (Dist ATM)	16x12	X	
Room # 115 (AT Guest Area)	20x17	X	
Room # 116 (STML)	12x11 1/2	X	
Room # 117 (FLM Office)	17x11	X	
Room # 118 (Ops Mgr)	12x13	X	
Hallway # 120	<del>45</del> 6x100	X	
Cable Area # 121	Not Applicable		
Room # 122 (RADAR Equip + Expansion)	80x45	X	
Room # 125 (RADAR + Expansion)	75x30		
Room # 127 (Nav-Com Equip + Expansion)	80x30	X	X
Room # 127A (Logistics Office)	11x15	X	

	Size	CARPET TILE	
Room # 128 (CABLE AREA) ←	NOT APPLICABLE	→	→
Room # 129B (ESU OFFICE)	21x10	X	
Room # 132 (JANITOR CLOSET) ←	NOT APPLICABLE	→	→
Room # 133 (Men's Room)	14x11		X
Room # 134 (LADIES ROOM)	14x13		X
Room # 131A (Tower CAB Simulator)	26x20	X	
Hall # 135	61x4	X	
Room # 136, 140, 141, & 142 (Kitchen)	28x30		X
Room # 138 (ETG LAB)	12x25	X	
Room # 139 (CBI Room - AT)	15x12	X	
Room # 158 (Training Office)	11x14	X	
Hall # 158A	11x6	X	
Hall # 166	6x53	X	
Hall # 164	6x53	X	
Hall # 167	4x30	X	
Room # 143 (Traw Staff Mgr)	9x9	X	
Room # 149 (Support Asst)	8x12	X	
Room # 150 (JEE Silomow)	9x12	X	
Room # 151 (Support Mgr)	12x13	X	
Room # 152 (Training Rm)	8x9	X	
Room # 137 (Smoke Room)	8x12	X	
Room # 153, 154, 155 (Hall 165)	30x12	X	
Room # 156 ( <del>QA</del> QA)	11x9	X	
Room # 161/162 (Big Conference Rm)	29x22	X	
Room # 163 (Small Conference Rm)	12x20	X	

Projected



[illegible]

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JANITORIAL CONTRACT  
FREQUENCY CHART  
AIR TRAFFIC CONTROL  
TOWER,  
CHARLOTTE, NC

	V A C C U M O C A R P E T	S H A M P O C A R P E T	V A C C U M O C A R P E T FLOOR	M O P WAX STRIP CLEAN PLUMB- ING	COLLECT PAPER AND TRASH	SPOT CLEAN WALLS /P A N FUR- N- I T U R E SOAP- /PAP- ER	C L E P L E N S H S O A P I N G S	CLEAN LIGHT FIX- TURE & SPOT CLEAN WALLS AND CELL- INGS	D U S T I N- S I D E O U T- S I D E	WASH WIN- DOWS I N- S I D E	WASH WIN- DOWS O U T- S I D E	CLEAN GLASS D O O R S	CLEAN B R I D G E T M E T A L C A R- P E T & P L E- N U M S	CLEAN V A C C U M O C A R P E T WALL C A R- P E T & P L E- N U M S	CLEAN / DUST AIR VENT
Admin. /Manager's Offices	D3	SA													SA
Corridor	D5					D5	SA	SA							
Stairwell to Level 10															
Stairs		SA	A												
Rest Rooms		D7	D5												Q
Spiral Stairway to Cab		D5	Q												
Cab Walkway		M													
Radar Equip Rm	M					D5									SA
Conference Rooms	D5	SA				D5	SA	SA							
Receiving/Storage Area		M													
Locker Rm (Admin.) #102A	D3	SA													SA
Locker Rm (Break Rm) #140			D7	W			SA	A							
Outside Entrance			D5												
Inside Entrance		D5	D5				SA	SA							
Tracon #125	D7	SA	D7												Q
Receptionist/Secretary	D5	SA													SA
Lobby Area	D5	SA	D7	D5			SA								
Elevator Cab	D5	SA					SA								
Break Room #140			D7	D7	W	Q	SA								SA

Janitorial Room #132		M	M																
Tower Control Cab	D7 SA							D7		SA	A	D7							
Elevator Lobby	D5 SA																		
Outside Elevator Lobby		M						W											
Elec/Mech Workshop #129		M		SA	A			W											
Comm Equipment #127	M							D5										SA	
Traffic Manager's #158	D3 SA							D5	SA	SA		W						SA	
Designated Smoking #137	D3 SA							D7	SA	SA		W						SA	

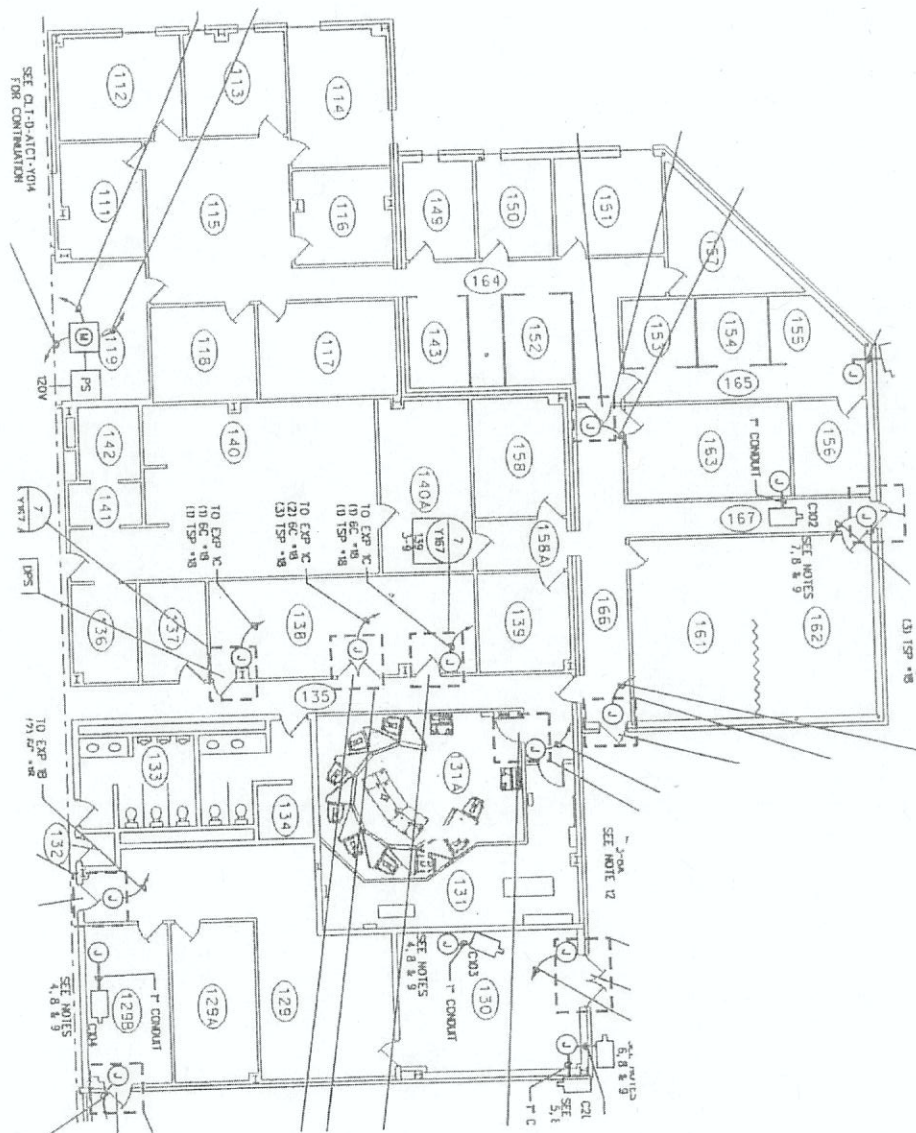


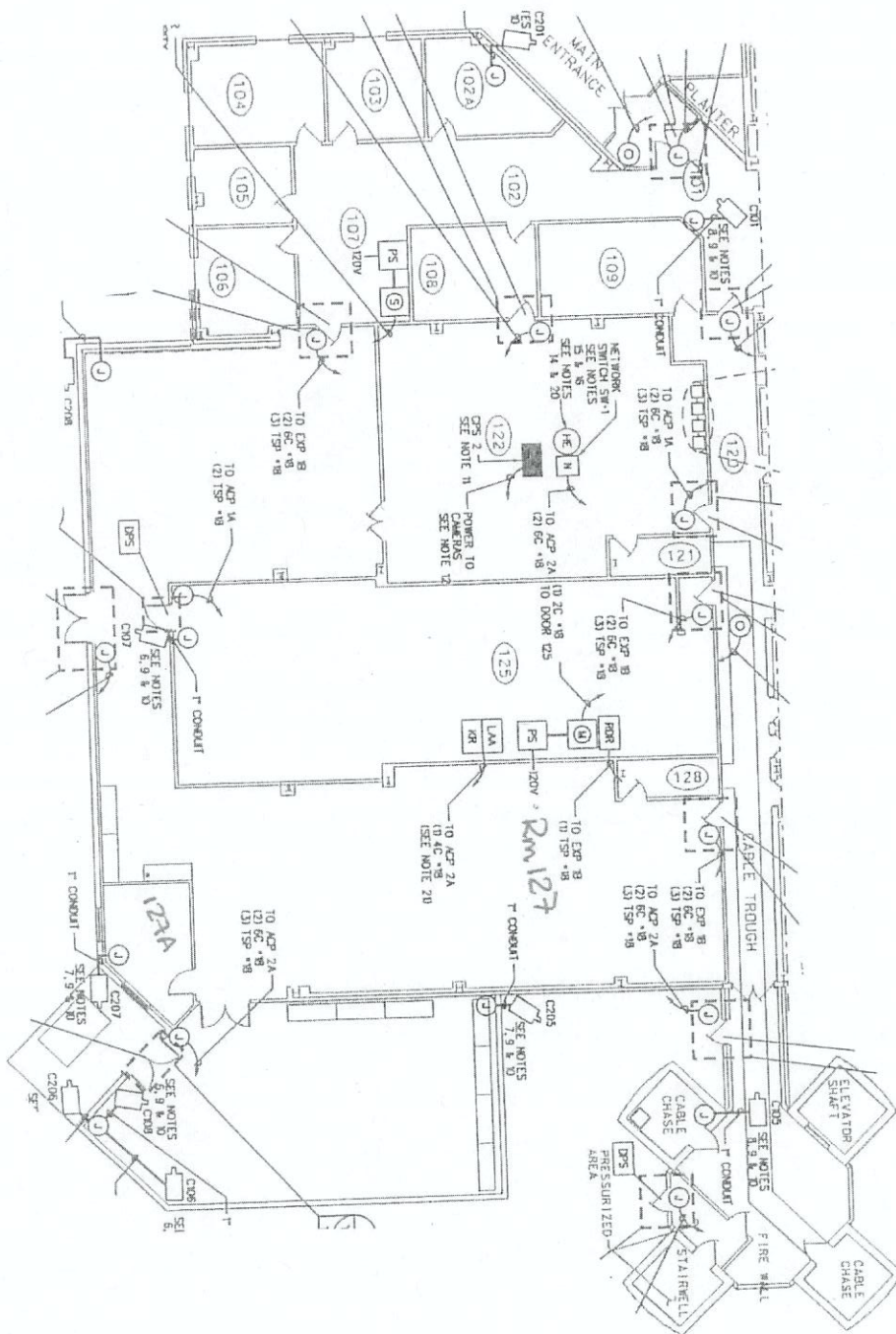
ANTIORIAL CONTRACT  
 REQUENCY CHART  
 SYSTEMS SUPPORT CENTER  
 CHARLOTTE, NC

			VACUUM CARPET	SHAMPOO CARPET	VACUUM/SWEEP FLOOR	MOP FLOOR	MOP/BUFF FLOOR	MOP/WAX/BUFF FLOOR	MOP/STRIP/WAX/ BUFF FLOOR	CLEAN PLUMBING FIXTURE & MIRRORS	COLLECT PAPER & TRASH	SPOT-CLEAN WALLS/ PARTITIONS	CLEAN FURNITURE	REPLENISH SOAP AND PAPER	CLEAN LIGHT FIXTURES & SPOT-CLEAN WALLS/ CEILINGS	DUST	WASH WINDOWS (INSIDE)	WASH WINDOWS (OUTSIDE)	CLEAN GLASS DOORS	CLEAN BRIGHT METAL AND PLENUMS	VACUUM WALL CARPET CLEAN/DUST AIR VENTS
Admin. Offices	X	D3	A																		
Corridor	X	D5								D5	SA	SA	SA	A	W						SA
Stairwell to Level 10										D5	D5	SA		A	BW				M		
Stairs			SA	A																	
Rest Rooms	X		D7	D5					D7	D7	Q			SA					D7		Q
Spiral Stairway to Cab			D5	Q																	
Cab Walkway			M																		
Radar Equip Rm	X	M																			
Conference Rooms	X	D5	A							D5											SA
Receiving/Storage Area			M							D5	SA	SA		A	D3						
Locker Rm (Admin.) #102A	X	D3	A							W											
Locker Rm (Break Rm) #140	X									D3	A	A		A	W						SA
Outside Entrance			D7	W							Q			A	W						
Inside Entrance			D5	D5										A		W					
Tracon #125		D7	A	D7										A		W					
Receptionist/Secretary	-	D5	A							D7	SA	SA	SA	A	D7					Q	Q
Lobby Area	-	D5	A	D7	D5					D5	SA	SA	SA	A	D5						SA
Elevator Cab		D5	A							SA		SA	SA	A					D3		

|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|









[illegible]

Room #133 (Men's Room)
Room #134 (Ladies Room)
Room #131A (Cab Simulator)
Hallway #135
Room #136/140/141/142 (Kit)
Room #138 (ETG Lab)
Room #139 (CBI Room - AT)
Room #158 (Training Office)
Hallway #158A
Hallway #164
Hallway #166
Hallway #167
Room #143 (Trng Staff Mgr)
Room #149 (Spt Ass't)
Room #150 (J. Solomon)
Room #151 (Spt Mrg)
Room #152 (Trng Room)
Room #137 (Smoke Room)
Room #153/154/155/Hal#165
Room #156 (QA)
Room #161/162 (Big Conf Rm)
Room #163 (Sm Conf Rm)
Tower Stairs
Stairwell to Level 10
Stairway to Cab
Tower Cab Walkway
Elevator
Elevator Lobby
Control Tower (Cab)
Outside Entrances
Inside Entrances
Patio Area



**JANITORIAL SPECIFICATIONS  
AIR TRAFFIC CONTROL TOWER  
AND  
BASE BUILDING**

**SECTION C-1**

**GENERAL**

**1.1 SCOPE OF WORK.** The Contractor shall provide all personnel, equipment, tools, materials, supervision, and services necessary to perform custodial services as specified in contract for services at the Air Traffic Control Tower and Base Building, Charlotte, North Carolina. The Contractor shall perform to the standards in this contract. The Contractor shall provide a square-foot price for any deletions or additions to this contract during the base year and two option years.

The Contractor shall schedule and perform 100% of the work at frequencies listed in the Task and Frequency Charts, plus any other related services designated herein. The standards defined and the frequencies listed in the Task and Frequency Charts are the minimum standards and frequencies that must be maintained.

**1.2 PERSONNEL.**

1.2.1. Contract Manager. The Contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate(s) who shall act for the Contractor when the manager is absent shall be designated in writing to the contracting officer prior to contract start date. The manager shall not rely on the Contracting Officer Representative (COR) to remind him/her of reports, schedules, etc. that are due. Both managers shall be certified as to qualifications in the knowledge and the safe use of chemicals, cleaning compounds, and equipment operation.

1.2.1.1. The contract manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.

1.2.1.2. The contract manager or alternate shall be available during normal FAA duty hours (8:00 a.m. to 3:30 p.m.) within a reasonable time to meet on the installation with Government personnel designated by the contracting officer to discuss problem areas. After normal duty hours (10:00 a.m. to 2:00 p.m., Saturday and Sunday) the manager or designated alternate shall be available within a reasonable time.

1.2.2. Employees. The Government reserves the right to restrict the employment of any Contractor employee, or prospective Contractor employee, who is identified as a potential threat to the health, safety, security, general well being, or operational mission of the

installation and its population.

1.2.2.1. Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing distinctive clothing bearing the name of the company or by wearing appropriate badges, which contain the company name and employee name.

1.2.2.2. The Contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest.

1.2.2.3. The absence of Contractor employees at any time shall not constitute an excuse for nonperformance of required duties under this contract.

1.2.2.4. The Contractor and his employees shall be subject to all rules and regulations relative to entering and leaving the facility.

1.2.2.5. All employees shall be physically able to do their assigned work and shall be free of communicable diseases.

1.2.2.6. Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, or use telephones, copy machines, or other equipment provided for official Government use.

1.2.2.7. Contractor employees shall report fires and hazardous conditions to the COR, or alternate COR. Items in need of repair, such as dead lights, leaky faucets, toilet stoppages, etc., shall be reported to the COR.

1.2.2.8. If employees discover open safes, they should report that to the COR, or alternate COR.

1.2.3 Security Requirements. Before the contractor can hire anyone to work under this contract, the operator and each person requesting a position under this contract shall submit to the Contracting Officer a records and identification inquiry police report for arrest warrants within New Hanover County from the Sheriff's office. This will be at the operator or employee's expense. The report must be annotated with the statement "**NO WARRANTS**" before each person will be authorized admittance unto the FAA facility property, or hired for any position under this contract. In adherence to the ASO-700 memorandum, dated February 5, 1999, Procedures of Issuance of Contractor Identification, the contractor personnel engaged in work under this contract shall execute and submit to the COR a properly completed DOT F 1681, Identification Card/Credential Application, SF-85P, Questionnaire for Public Trust Positions and two sets of FD-258, Fingerprint Cards. The COR will be responsible for notifying ASO-711 of any subsequent changes, deletions or additions. These forms are available from the Personnel Security Specialist in ASO-711.2



1.2.3.1. Employees without properly executed forms will not be allowed to work at the facility.

1.2.3.2. The contractor and contract employees shall be subject to all rules and regulations relative to entering and leaving these facilities and to parking in authorized parking spaces. The contractor shall become familiar with the difficulties involved with the cleaning of secure areas in the buildings covered by this contract. When cleaning is scheduled in secure areas janitorial personnel will be expected to contact Manager, Air Traffic Control Tower, and Technical Operations for access. The contractor is responsible for locking secure areas after cleaning and for the return of keys to their proper storage place.

1.2.4 Badges. All janitorial employees will wear FAA security badges above the waist, on the front of the body, and on outermost clothing at all times. It is the responsibility of the janitorial employee to notify the COR of a lost badge. A replacement badge can only be approved by the COR. The COR will notify the appropriate party to issue a replacement badge. The retrieval of the lost badge is the responsibility of the contractor and shall be returned to the COR. This is required to assure that unauthorized persons do not use the badge for access to this facility.

1.2.5 Training. The Contractor is responsible for training all individuals as they are hired on the correct cleaning and disinfecting procedures accepted by the custodial profession as written in professional publications, periodicals, trade magazines, etc. Copies of completed training records shall be forwarded to the COR within 5 days of beginning employment and quarterly (January, April, July, October) for all employees. As a minimum, this training shall include:

1.2.5.1. Training all employees in the use of Material Safety Data Sheets (MSDS), how to recognize hazards, personal protection, labels, etc., as required by the OSHA Hazard Communication Standard, 1910.1200. Contractor shall maintain a Material Safety Data Sheet Log on site as required by FAA Acquisition Management System Clauses 3.6.3-3 Hazardous Material Identification and Material Safety Data. A copy of each MSDS sheet shall be given to the COR and a list of each chemical being used on site by the Contractor shall be given to the COR.

1.2.5.2. Safe methods and proper dilution of chemicals to retain the integrity of the Environmental Protection Agency standards for germicidal disinfectants.

### **1.3 QUALITY CONTROL.**

1.3.1 Quality Control Plan. The Contractor shall establish and maintain a complete Quality Control Plan to ensure the requirements of the contract are provided as specified. One copy of the Contractor's Quality Control Plan shall be provided to the Contracting Officer/COR not later than the pre-performance conference. An updated copy must be provided the Contracting Officer/COR on the contract start date and as changes occur. The plan shall include:

1.3.3.1. A work scheduling system based on the services indicated in the task and frequency charts for cleaning and the indicated time frames shown in the remark column. The schedule shall show by building and area, the day and shift when tasks will be accomplished. The Contractor shall comply with the submitted schedules as approved by the Contracting Officer/COR.

1.3.1.2. An inspection system covering all the services listed on the Frequency Task Chart. It must specify the areas to be inspected on both a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection.

1.3.1.3. The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

1.3.1.4. Records of all inspections conducted by the Contractor and necessary corrective action taken. This documentation shall be made available to the Government during the term of the contract.

1.3.1.5. Step-by-step procedures for proper cleaning of restrooms, showers, and locker rooms to prevent the spread of infectious and contagious diseases.

1.3.1.6. Correct floor care procedures for floor maintenance and carpet maintenance performed by personnel.

**1.4 PHYSICAL SECURITY.** The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.4.1. Key Control. The Contractor shall implement methods of assuring that all keys issued to the Contractor's employees by the Government are not lost or misplaced and are not used by unauthorized persons.

1.4.1.1. The Contractor shall report the loss of any keys to the Contracting Officer/COR immediately.



1.4.1.2. In the event keys, other than master keys, are lost or duplicated, the Contractor will be required, upon direction of the Contracting Officer/COR, to re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the Government, the total cost of re-keying or the replacement of the lock, performs the replacement of locks or re-keying or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, the Government shall replace all locks and keys for that system and the total cost deducted from the monthly payment due.

1.4.1.3. Contractor personnel cannot loan keys and are responsible for seeing that they are used only in an authorized way. It is the responsibility of the Contractor to prohibit the opening of locked areas by the Contractor's employees to permit entrance of persons other than the Contractor's employees engaged in the performance of assigned work in those areas.

1.4.1.4. Keys are to be checked out only to personnel approved by the COR. Final payment will be withheld until all keys have been returned as verified by the COR.

1.4.2. Lock Combinations. The Contractor is not authorized to provide lock combinations to anyone else without the authority of the COR.

**1.5 HOURS OF OPERATION.** The Air Traffic Control Tower is in operation 24 hours per day, seven days a week, 365 days per year, including Federal holidays. The Contractor will have at least two employees working on the premises during hours of 4:00 p.m. - 7:00 p.m. Monday through Sunday. In many cases, the hours when services are to be performed are shown elsewhere in this contract. Where no hours are shown, performance shall be at times mutually acceptable to the Contractor and the COR; however, cleaning operations are not to interfere with the normal operations of the Charlotte ATCT. The Tower Console shall be cleaned with the coordination of Air Traffic Supervisor on duty.

1.5.1. Recognized Holidays. Holidays observed by Government employees during the term of this contract are as follows:

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Columbus Day
Memorial Day	Thanksgiving Day
Fourth of July	Christmas Day

1.5.2. Specified hours of performance are not shown for some of the services required in this contract. Such work is to be accomplished at times approved by the COR to ensure that there is no conflict with Air Traffic Control Tower operations.

**1.6 CONSERVATION OF UTILITIES.** The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions, which conserve utilities and shall include the following:

1.6.1. Lights shall be used only in areas where and when work is actually being performed.

1.6.2. The workers shall not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.

1.6.3. Water faucets or valves shall be turned off after the required usage has been accomplished.

**1.7 LOST AND FOUND PROPERTY.** It is the responsibility of the Contractor to ensure that all items of possible personal or monetary value found by the Contractor's employees are turned in to the COR.

**1.8 FLOOR COVERINGS.** Floor coverings vary and include, but are not limited to, vinyl tile, rubber tile, ceramic tile, composition tile, parquet, concrete, carpet, and raised carpet tiles with cable underneath. The Contractor shall be responsible for cleaning each type of floor covering in the prescribed method recommended by manufacturers and acceptable to the custodial industry.

**1.8 SAFETY.** Contractor is responsible for instructing his employees in appropriate safety measures and informing them of their obligation to obey existing regulations. In addition, the Contractor shall not permit placing or using of mops, brooms, or equipment in traffic lanes or other locations in a manner to create a safety hazard and shall provide appropriate warning signs for slippery areas.

FAA operations in certain areas within the Charlotte, NC Air Traffic Control Tower and Base Building are directed towards the control and separation of air traffic and directly affect national security. The importance of these operations cannot be over stressed. Interference of any kind by the Contractor, his employees, or equipment will not be tolerated. The inadvertent flipping of a switch or turning of a dial could be disastrous in loss of man-hours, property, and perhaps lives. It is of the utmost importance that the noise level in these areas, particularly the TRACON Room, be kept to a minimum. The Contractor shall not plug any of his power-driven equipment into any electrical outlet on the FAA equipment and/or racks. The Contractor employees shall cooperate with the COR/FAA employees in working out the best and safest methods for contract



performance work in FAA equipment areas.

Cleaning of floors and walls in or around vending machines shall be coordinated with the COR or supervisory on duty to prevent any damage to the machines or disconnecting power to the machines.

Tower Cab Shades shall be polished off, both sides, semi-monthly with soft cloth or chamois (whether you see anything or not).

#### **1.10 STORAGE SPACE AND JANITOR'S CLOSETS.**

1.10.1. Space may be assigned to the Contractor by the COR for the storage of bulk supplies and the equipment which will be used in the performance of the work.

1.10.2. The Government shall not be responsible for damage, maintenance of, and/or loss to Contractor's stored supplies, materials, equipment, or the personal belongings of Contractor's employees caused by fire, theft, accident, or otherwise.

1.10.3. Failure to keep any of the facilities described above in a clean and orderly condition, unsatisfactory to the COR, may result in the withdrawal of the privilege of using them.

1.10.4. Dirty water and cleaning solutions shall be disposed of in slop sinks or floor drains designated by the COR. Floors and fixtures in areas where water is obtained and disposed of shall be kept clean, neat, and sanitary at all times.

## SECTION C-2

### DEFINITIONS

**2.1 TERMINOLOGY.** As used throughout this statement of work, the following terms shall have the meanings set forth below:

2.1.1. Contracting Officer Representative (COR): The Government person responsible for checking Contractor performance.

2.1.2. Acceptable Quality Level (AQL): The number of defects, the maximum percentage of defective work, or the maximum number of defects per hundred units that will be allowed before work is considered unsatisfactory. AQL does not imply that the contractor may knowingly perform in an unsatisfactory way. It means that the

Government recognized that unsatisfactory performance might occur unintentionally. When unsatisfactory performance does not exceed the AQL, the service will not be subject to payment reduction by the Government. The contractor, however, must perform all unsatisfactory work again unless excused by the COR.

2.1.3. Floor Maintenance - General: All floors not having carpet or specified elsewhere as having special flooring shall receive regular floor maintenance. After receiving floor maintenance, the entire floor shall have a uniform glossy appearance and be free of scuff marks, heel marks, and other stains and discoloration. This uniform glossy appearance shall be the acceptable standard. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, desks, and trash receptacles and easily movable items shall be tilted or moved to maintain floors underneath. All moved items shall be returned to their proper position when all operations have been completed. Floor maintenance includes the techniques of dry buffing, spray buffing, stripping, and waxing as required to achieve the above stated results. The techniques used depend upon the materials, equipment and personnel used to do the job and the volume of traffic received by a given floor area. The Contractor shall schedule the application of floor maintenance techniques to room or hallway-sized sections needing work based upon traffic and usage to keep the entire floor up to the standard. (Walk-off Mat Cleaning) Carpet-type entrance mats shall be vacuumed to remove soil and grit and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or washed to remove soil and grit. Soil and moisture underneath entrance mats shall be removed and mats returned to their normal location.

2.1.4. Vacuum Carpet: After being vacuumed, the carpeted floor shall be free of all-visible litter and soil. Any spots shall be removed as soon as noticed. The Contractor is responsible for spot cleaning of carpet areas as necessary to assure uniform appearance of the carpet area. Only those methods recommended by manufacturer's maintenance



instructions and current stain removal charts shall be used. Tearing burns and raveling or other damage shall be brought to the attention of the COR.

2.1.5. Steam Clean Carpet: All carpets shall be cleaned using commercially available "minimum moisture" techniques unless specified in the frequency task chart as a dry chemical method only with vacuum extraction. The commercial process to be used must be approved in advance with the COR. Contractor shall schedule work to be performed on weekends or low peak periods to allow for thorough drying. Contractor shall coordinate work schedule with COR. Moveable furniture, trash receptacles and easily moveable items shall be moved by the contractor to insure maximum cleaning of carpet areas. Furniture or other equipment moved during cleaning of carpet shall be returned to their original positions after carpet is dry.

2.1.6. Vacuum/Sweep Tile Floor: After the floor has been vacuumed/swept, the entire floor surface, including corners and abutments shall be free of litter, dust, and foreign debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to sweep underneath.

2.1.7. Mop Floors: After the floor has been swept, all accessible areas shall be mopped. Chairs, trash receptacles, and easily moveable items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film debris, or standing water. There shall be no splash marks or mop streaks on furniture, sills, baseboards, etc., or mop strands remaining in the area. Wet floors will be identified with appropriate signs for employee safety. Wood or carpeted floors shall not be mopped.

2.1.8. Mop/Strip/Wax/Buff Tile Floors: (MOP) All accessible areas shall be mopped. Chairs, trash receptacles, and easily moveable items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film debris, or standing water. There shall be no splash marks or mop streaks on furniture, sills, baseboards, etc., or mop strands remaining in the area. Wet floors will be identified with appropriate signs for employee safety. Wood or carpeted floors shall not be mopped. (STRIP) During the stripping operations, all old wax marks and any foreign matter down to the surface of the floor covering or finish will be removed. All stripping is to be done in accordance with the best commercial practice, using chemical stripping agents or abrasives, or a combination of both. Care will be taken not to damage the floor surface. Immediately prior to machine scrubbing, the floor shall be swept. (WAX) Immediately prior to waxing, the floor will be damp mopped, scrubbed, or stripped as specified for each particular area. (1) Floors will be allowed to dry properly before wax is applied. If the floor has been stripped, the stripping agent shall have been removed or neutralized before waxing. (2) Thin, even uniform coats of non-slip floor wax, approved by the COR, shall be applied over the entire floor area. (BUFF) Hand buffers will only be permitted when power equipment cannot do the particular buffing job required. (1) Where wax had been applied, it will be allowed to dry properly before buffing. (2) The finished area will be



free of streaks, mop strands, trash, etc., and polished to an acceptable luster.

2.1.9. Clean Plumbing Fixtures/Mirrors: Clean restroom fixtures, such as but not limited to: utility sinks, lavatories, commodes, commode seats, urinals, mirrors, wastepaper receptacles, paper towel holders, flush valves, fixture trim, etc. Thoroughly clean by methods, chemicals, and equipment, all of which were made for and intended, and/or recommended by, reliable sources to be used for required cleaning of the type surfaces and materials involved. Thorough and complete cleaning shall include but not limited to: (1) complete removal of all foreign matter, scum, dirt, water spots, grease, spillage, drippings, stains, filth, encrustation, and any other substance where disease spreading bacteria thrive; (2) completely check hidden areas to ensure that all complete removal as stated above has been accomplished; (3) completely sanitize commodes, commode seats, urinals, and flush valves with those products that have been tested and proven by reliable sources to be effective in giving a lasting bacteriostatic effect against bacteria contamination and growth. A deodorant/disinfecting solution shall be used during mopping and thorough cleaning of floor. Wastebaskets empty daily. Spot clean restroom walls and toilet stalls. Clean all bright metal surfaces.

2.1.10. Collect Paper/Trash: All wastebaskets, cigarette butt receptacles, and other trash containers shall be emptied and returned to their initial location. Wash inside and out or steam-clean cans used for collection of food remnants each day. Boxes, cans and papers placed near a trash receptacle and identified, as "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. Ashes and debris shall be removed from cigarette butt receptacles and placed in a nonflammable container. The Contractor shall dispose of trash in plastic bags secured with bag ties. Collected trash shall be deposited in the approved trash collection containers. The Contractor shall collect all packing materials and empty shipping containers and place in designated trash receptacle.

2.1.11. Clean Walls/Ceilings/Plenum. Low cleaning shall be all dust, lint, litter, and dry soil shall be removed from the horizontal and vertical surfaces of desks, chairs, file cabinets, and other types of office furniture and equipment; and from ledges, windowsills, handrails, door frames, doors, etc., to a line 7'0" above the floor level. Cleaning of operational equipment must be coordinated in advance with operational personnel on duty. Cleaning products for various surfaces and finishes shall be approved by the COR prior to use. Vacuuming of fabric-covered furniture, draperies, blinds, and waxing and polishing of furniture is included. High cleaning shall be all dust, lint, litter, and dry soil shall be removed from all surfaces above 7'0", which includes piping and cable trays, and their supports. Venetian blinds and vertical shades, where installed, are included in high cleaning.

2.1.12. Replenish Soap/Paper Products: Restrooms shall be stocked so that supplies are continuously available.



2.1.13. Dusting: Dust shall not be moved from spot to spot, but removed directly from the areas in which it lies by the most effective means - appropriately treated dusting cloths, vacuum tools, etc. When doing high cleaning, dust shall not be allowed to fall from high areas on to furniture and equipment below. The following conditions shall exist after the completion of each dusting task: (a) there shall be no dust streaks. (b) Corners, crevices, molding, and ledges shall be free of all dust. (c) There shall be no oils, spots, or smudges on dusted surfaces caused by dusting tools.

2.1.14. Windows - General: Windows are the glass surfaces, which are an integral part of the outer surface of the building. When washing windows, the Contractor will complete work within one week, unless COR allows otherwise.

2.1.15. Clean Interior Window Surfaces: After window has been cleaned, all traces of film, dirt, smudges, water, and other foreign matter shall be removed from frames, casings, sills, and glass. Where sunscreen film materials are applied, only non-abrasive cleaners approved by the film manufacturer shall be used. Cleaners containing ammonia shall not be used.

2.1.16. Clean Exterior Window Surfaces: After a window has been cleaned, all traces of film, dirt, smudges, water deposits, and other foreign matter shall be removed from the frames, casings, sills, and glass. Screens shall be cleaned to the same standards.

2.1.17. Clean Tower Cab Windows: Clean outside, quarterly with soapy water applied with a soft brush having an 8 to 10 foot long handle. Spray with a hose or wash down with clean water and a brush. Wipe clean with a squeegee. Do not leave any spots or streaks. This requires considerable physical effort and is performed at a height of approximately 50 feet above ground level while standing on a flat roof around the edge of the tower cab. Clean inside of cab windows with glass cleaner and paper towels. This requires standing on a ladder or console unit at heights up to 10 feet above cab floor level. Close coordination must be maintained with the tower operators so that it does not interfere with air traffic movement.

2.1.18. Clean Blinds: Blinds shall be cleaned according to manufacturers recommended method of cleaning. Blinds shall not be removed from window facing.

2.1.19. Clean Glass Doors/Walls: Includes all glass partitions, interior and exterior glass doors, display cases, directory boards, and draft shields on windows, mirrors, and adjacent trim. After glass cleaning, there shall be no traces of film dirt, smudges, water, and other foreign matter.

2.1.20 Police Pickup Trash: Police and pick up areas in and around all outside entrances. Clean glass doors and other glass in front entrances and polish push plates. Sweep and pick up around outside entrances.

## 2.2. GENERAL TASK CLARIFICATION.

2.2.1. Clean Drinking Fountain: Disinfect all porcelain and polished metal surfaces, including the orifices and drain. After cleaning, the entire drinking fountain and the splash areas around the fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil. Clean all bright metal surfaces.

2.2.2. Minor Construction Cleanup: Spot vacuum and spot clean adjacent areas to prevent scattering and tracking of debris.

## 2.3 EXPLANATION OF CODES FOR FREQUENCY TASK CHART

<u>SYMBOL</u>	<u>DESCRIPTION</u>
D5	Daily, 5 days per week – Monday, Tuesday, Wednesday, Thursday, and Friday.
D7	Daily, seven days per week.
Weekly	Accomplished every Monday.
Twice Weekly	Accomplished every Monday and Thursday
Monthly	Accomplished during 2 <sup>nd</sup> week of the month
Twice Monthly	Accomplished every other week.
Quarterly	Accomplish all quarterly tasks during 2 <sup>nd</sup> week of December, March, June and September.
Semi-Annual	Accomplish all semi-annual tasks beginning the 2 <sup>nd</sup> week of December and June.
Annual	Accomplish all annual tasks beginning the 2 <sup>nd</sup> week of June.
*	Perform task only if COR or Unit personnel is present.

<u>SURFACE SYMBOL</u>	<u>SURFACE TYPE</u>
CT	Ceramic Tile
VT	Vinyl Tile
C	Carpet
CEM	Cement
CMP	Composition Tile (Raised Floor Tile) <b>Must be only damped mopped</b>
R	Rubber Mat
W	Wood
P	Parquet



## SECTION C-3

### GOVERNMENT-FURNISHED PROPERTY AND SERVICES

**3.1 GENERAL.** The Government shall provide, without cost, the facilities, equipment, materials, and/or services listed below.

#### **3.2 PROPERTY.**

3.2.1. Facilities. The Government will furnish designated storage space for work related to this contract. The Contractor shall not construct any new building facilities or structures on Government property nor make any structural changes without written approval of the COR. Structural repairs required during the term of the contract shall be reported to the COR for appropriate action. The Contractor shall reimburse the Government for repairs not attributable to fair wear and tear. The Government shall furnish a reasonable amount of utilities from existing sources and central vacuum systems in operations equipment areas. In areas where central vacuum systems are provided, they are the only vacuum cleaners approved for use within those areas unless exceptions are approved in advance by the COR. These utilities are to be used only in connection with the performance of this contract.

3.2.2. The Contractor shall maintain such building space to the same standards as similar areas occupied by the Government.

3.2.3. The Contractor shall vacate such building space and restore the premises to the conditions in which received at his/her expense, fair wear and tear excepted, by the time stated for contract completion.

**3.3 SERVICES.** The Government will provide the following services.

3.3.1. Utilities. The Government will furnish natural gas, electrical power, sewer service, and water at no cost to the Contractor during performance of the contract.

## SECTION C-4

### CONTRACTOR-FURNISHED ITEMS AND SERVICES

**4.1 GENERAL.** Except for those items or services specifically stated to be Government furnished in Section C-3, the Contractor shall furnish everything perform this performance work statement.

**4.2 QUALITY STANDARDS.** The Contractor shall furnish all equipment, materials, and tools necessary to properly perform the work defined in this contract.

4.2.1. Equipment. All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces.

4.2.1.1. All electrical equipment used by the Contractor shall be Underwriter's Laboratories (UL) approved or equivalent for overseas area. This equipment must operate using existing building circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of existing building circuits.

4.2.1.2. Vacuums for carpeted floors shall be of commercial quality.

4.2.1.3. Plastic Trashcan Liners. The Contractor shall furnish plastic trashcan liners of adequate quality to protect each trashcan.

4.2.1.4. Restroom Supplies. The Contractor shall furnish the following restroom supplies. Samples of materials shall be submitted to the Contracting Officer/COR for approval prior to contract start and whenever a change occurs. Supplies shall be approved in advance of use by the COR.

- Hand Soap
- Paper Hand Towels
- Toilet Paper
- Toilet Seat Covers
- Plastic Garbage Bags
- Air Fresheners
- Bleach
- Deodorizer spray
- Deodorant for urinals/toilet bowls
- Signs for wet floor
- Additional dispensers when necessary



4.2.1.5. Miscellaneous Contractor-Furnished Items:

Cleaners

Disinfectants

Polishes

Tile cleaner

Floor wax

Plain rags

Dust control rags

Feather dusters

Basic office supplies for contractor employees: pens, pencils, paper, calendars,

etc